

## Frequently Asked Questions for the NETC Virtual Campus

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## Answers

### ➤ Accessing NETC Virtual Campus

**Q: What are the minimum requirements to take courses in Virtual Campus?**

**A:** 1) The security [FEMA](#), viewing and downloading EMI Independent Study Courses requires Microsoft Internet Explorer 5.5 or above.  
2) Disable ALL Pop-up blocker(s).

**Q: How do I access NETC Virtual Campus course materials and take final examination Independent Study website if I am using MAC computer?**

**A:** Students using MAC OS can access course material using Internet Explorer for MAC:  
<http://www.microsoft.com/mac/products/internetexplorer/internetexplorer.aspx?pid=internetexplorer>

MAC OS users will need to use Safari browser to take final exam on Independent Study website (IS course online answer sheets use secure https). You may download the browser at:  
<http://www.apple.com/macosx/features/safari/>

**Q: How do I get permission to access the NETC Virtual Campus?**

**A:** The NETC Virtual Campus is available to everyone.

### ➤ Signing onto NETC Virtual Campus

**Q: What do I use for my user id and password when I sign up as a new student?**

**A:** The logon name is what you use to login into the Virtual Campus and is not your first and last name (i.e.: John H. Doe). Use jhdoe for logon name and user id. If you encounter an error message of logon name has been used, simply add a number in you logon name such as "jhdoe1" to uniquely identify yourself in the system.

**Q: Do I put my name in the Logon Name field?**

**A:** No, your logon name should be the same as your userid.  
Example: Logon Name: bpjames12 User Id: bpjames12

**Q: What do I do if I forget my user name and password?**

**A:** You can contact the webmaster by email at [netcwebmaster@dhs.gov](mailto:netcwebmaster@dhs.gov) .

## ➤ Taking Courses

**Q: What are the differences between Q courses and IS courses in Virtual Campus?**

**A:** IS courses are the Emergency Management Institute (EMI) distance learning courses.  
Q courses are the National Fire Academy and National Fire Program (NFA and NFP) distance learning courses.

**Q: What are the general processes of completing Q courses and IS courses?**

**A: Steps for Completing Q courses in Virtual Campus:**

1. Review all the course materials located on NETC Virtual Campus for interactive web-based course.
2. Take final exam in Virtual Campus. ***Q-Course final exams are only available and graded on the NETC Virtual Campus.***
3. After you submit your final exam:
  - You check your score by clicking on the “progress report” link found under the course list
  - If you passed your final exam (70% or better), print out and send in your 75-5A form to the address listed below:  
  
<http://www.usfa.fema.gov/downloads/pdf/75-5a.pdf>  
Office of Admissions, Building I, Room 216  
National Emergency Training Center  
16825 South Seton Avenue  
Emmitsburg, MD 21727-8998  
(800) 238-3358, ext. 1035 or  
(301) 447-1035  
FAX (301) 447-1441
4. NFA Admissions receives your 75-5A form by mail or fax and they usually take up to 6-8 weeks to check your score, update your transcript, and mail your certificate of completion.

**Steps for Completing IS courses in Virtual Campus:**

1. Review all the course materials located on NETC Virtual Campus for interactive web-based course or downloadable materials (based on availability).
2. Select a course from FEMA Independent Study Program course list, read course overview, at the end of course overview page, download final exam question sheet, mark the answers and submit the final exam online. You will be enrolled in the course at the same time you submit your final exam.
3. Within 2~3 days after submit your final exam online, you should receive an email notification from FEMA Independent Study office regarding your pass or fail status; for any questions on certification delivery and timeline, please contact [Independent.Study@dhs.gov](mailto:Independent.Study@dhs.gov).

**Note: The NETC Virtual Campus progress report does not reflect your student transcript. EMI Independent Study grades the final exams, updates the student transcripts, and sends certificates of completion.**

**Q: Where do I find the course list in Virtual Campus?**

**A:** Click on “My Courses” image tab located at the top.

**Q: I see the course title but where are the lessons?**

**A:** Click on the + sign to the left of the title to expand the list of lesson, units or modules. If the course has units or modules, click on the + sign to the left of the first unit or module to expand the list of lessons.

**Q: Why doesn't the lesson launch when I click on the icon?**

**A:** The icon gives you the lesson description. You must click on the lesson link to launch the course.

**Q: Why doesn't the lesson launch when I click on the lesson link?**

**A:** Whenever you click on a lesson, a new window will pop up on your screen with the lesson. You may have a pop-up blocker(s) that is preventing the course from launching. Pop-up blockers must be disabled while you are taking Virtual Campus courses. They come in several forms including yahoo companion, Google toolbar, or could be built-in by you Internet Service provider. Make sure to turn off ALL Pop-up blockers.

**Q: Why doesn't the lesson launch when I click on the lesson link even though I have disabled all pop-up blockers?**

**A:** On your Internet Explorer, click Tools > Internet Options > Advanced Tab and scroll down to see if you have the Java (Sun) section [it should be the section after HTTP 1.1 Settings]. If you do not see Java (Sun), click on the following link for Sun Java J2SE v 1.3.1JRE download for Windows (Windows US English):

<http://java.sun.com/j2se/1.3/download.html>

- Click 'download' under JRE column across from 'Windows, Linux, etc'
- Next click accept and continue on license agreement
- Click 'Windows US English' download [for windows platform]
- Click open or run on download box

After it downloads:

- Click 'yes' on installation message
- Click 'next' on the following messages
- If you encounter 'are you sure you want to replace new version' message click 'yes'
- Reboot the machine and log back into the Virtual Campus

**Q: Whenever I complete a unit the bars do not always light the whole way up or not at all. Does that mean I didn't complete that unit?**

**A:** If the bar lights up half way that means you have accessed the course, lesson, PDF, etc. Only lessons can be tracked for completion. Other links will show as half way blue because you have accessed them but we cannot track for completion.

**Q: Why is my progress bar not showing as “Complete” when I complete a lesson?**

**A:** Click to see if you have Java (Sun) v 1.3.1. See above answer.

**Q: When I complete a lesson it does not let me move on to the next lesson. What should I do?**

**A:** You must click on the Course Map to show completion for that unit and to move on. If problem still exists, you need to check your browser settings (Internet Options > Settings > chooses “every visit to the page”) and make sure the page is completely refreshed.

**Q: Why does my course show as incomplete even after I have passed the course and received my**

**certificate of completion?**

**A:** Your student progress report does not reflect your student transcript. Test Questions, Online Answers, and other non lesson links for IS courses can not be tracked for completion. Those courses will show as incomplete.

**Q: Can I view the courses that I have completed on the Virtual Campus?**

**A:** Yes, you will need to go to Learning Home, then to Progress Reports for a list of courses.

## ➤ Taking Final Exams

### **Q: Where is the final exam?**

**A:** Final Exams for Q Courses are located in Virtual Campus, for each Q course, there is an assessment located at the end of the course. Please note if you encounter an error when you take an assessment, you will need to verify if you have correct JAVA Plug-in installed in your browser and refer the answer to *“Why doesn’t the lesson launch when I click on the lesson link even though I have disabled all pop-up blockers?”* above or check “Important Information” section in your Learning Home page when you log in.

Final Exams for IS Courses can be found at IS Course List page

<http://www.training.fema.gov/EMIWeb/IS/crslist.asp>

Choose the course title link and click, on each course overview page, scroll down to the bottom, and Click on the “Take Final Exam” link to submit your answers online.

### **Q: Why don’t I see the final exam page when I try to take the final exam?**

**A:** Please follow the steps to clear up temporary internet files (also referred to as cache) on your computer. For Internet Explorer (IE) user:

1. On the Internet Explorer Tools menu (located on the top of the browser), click Internet Options. The Internet Options box should open to the General tab.
2. On the General tab, in the Temporary Internet Files section, click the Delete Files button. This will delete all the files that are currently stored in your cache. On the General tab, in the Temporary Internet Files section, click the Settings button. This will open the Settings box, Choose "Every Visit to the Page".
3. Click OK, and then click OK/Apply to apply the change.
4. Refresh your page and try to access the link again.

For Netscape user:

1. On the Netscape Tools menu (located on top of the browser), click on Options. The Option box should open.
2. Choose "Privacy" in the Option box to the left, select "Cache" or click on "+" icon to expand, click on "Clear" button to delete temporary internet files.
3. Click OK and refresh the page, try to access the link again.

If problem still exists, please send email to [trainwebmaster@dhs.gov](mailto:trainwebmaster@dhs.gov) with a detailed error description.

### **Q: Why does my Q course final exam encounter error message that says applet failed?**

**A:** You need Java (Sun) v 1.3.1. See above instructions on downloading and installing.

➤ **Certification of Course Completion**

**Q: What is a passing grade for the Virtual Campus courses?**

**A:** Most tests require a passing score of 75%. There may be exceptions, but will be explained before you take the exam.

**Q: What do I have to do to complete a course on the Virtual Campus?**

**A:** A course is only complete when you have received your certificate of completion. Your progress report does not reflect your student transcript. It is only a tool to track lessons for completion. Courses may show as incomplete even after you receive your certificates of completion.

**Q: How do I get my certificate of completion for IS courses?**

**A:** Within 2~3 days after submit your final exam online, you should receive an email notification from FEMA Independent Study office regarding your pass or fail status; for any questions on certification delivery and timeline, please contact [Independent.Study@dhs.gov](mailto:Independent.Study@dhs.gov).

**Q: How do I get my certificate of completion for Q Courses?**

**A:** Complete and mail in your 75-5A form. <http://www.usfa.fema.gov/downloads/pdf/75-5a.pdf>  
Refer to the detailed answer on "The general processes of completing Q courses and IS courses" above.

**Q: Where should I send the 75-5 form to? (Note: Q course only)**

**A:** Office of Admissions, Building I, Room 216  
National Emergency Training Center  
16825 South Seton Avenue  
Emmitsburg, MD 21727-8998  
(800) 238-3358, ext. 1035 or  
(301) 447-1035  
FAX (301) 447-1441